

**VACANCY ANNOUNCEMENT**  
**Announcement Number: 030 14**

**OPEN TO:** *All interested applicants*

**POSITION:** **American Citizen Services Assistant**  
**FSN-8, FP-6 (Full performance)**  
**FSN-7, FP-7 (Trainee level)**

**OPENING DATE:** December 1, 2014

**CLOSING DATE:** **December 15, 2014**

**WORK HOURS:** Full-time work schedule:  
40 hours/week; 80 hours/pay period

**SALARY:** EFM/MOH/NOR:  
(Starting salary US \$45,185.00 p.a. - Position Grade: FP-6/1)  
(Starting salary US \$40,394.00 p.a. - Position Grade: FP-7/1)

Ordinary Resident (OR):  
(Starting salary €22,065.00 p.a. - Position grade: FSN-8/1)  
(Starting salary €19,148.00 p.a. - Position grade: FSN-7/1)

**Note: ALL ORDINARILY RESIDENT (OR) APPLICANTS (See Definitions)**  
**MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY**  
**PERMITS TO BE ELIGIBLE FOR CONSIDERATION.**

Mission employees may not apply for vacant position during probationary period.

The U.S. Embassy in Athens is seeking an individual for the position of **American Citizen Services Assistant** in the **Consular Section**.

**BASIC FUNCTION OF POSITION**

The American Citizen Services Assistant executes the full range of ACS work at U.S. Embassy Athens, and serves as the back-up cashier for the Consular Section.

The incumbent provides the full range of services of passport and citizenship to Americans in Greece.

### **MAJOR DUTIES AND RESPONSIBILITIES**

The incumbent must be experienced in handling people in order to undertake the full range of tasks encompassed in American Citizen Services to include passport and citizenship services and notaries; deals independently on a case-officer basis, with all but the most difficult problems; communicates with applicants and the Department orally and in writing on ACS matters; is expected to travel for ACS outreach events and, on short notice, within the country or abroad, be able to deal with very stressful situations working under pressure, that have to do, but are not limited to, visiting seriously injured people, morgues and accident sites.

### **QUALIFICATIONS REQUIRED**

**All applicants are instructed to address each selection criterion detailed below with specific and comprehensive information supporting each criterion.**

- **Education:** Completion of high school (six years).
- **Experience:**
  - **FSN-8, FP-6 (full performance):** Two years of prior work experience in work involving customer service.
  - **FSN-7, FP-7 (trainee level):** One year of prior work experience in work involving customer service.
- **Language:** a) English language - level IV (fluent) speak/read/write and  
b) Greek language - level IV (fluent) speak/read/write.
- **Skills and Abilities:** a) use of PC/laptop/scanner, or any other system as directed by the Department of State, b) ability to make contacts, exercise excellent judgment in high profile cases and in crisis situations, c) ability to understand, interpret, explain and apply laws regarding acquisition and loss of U.S. citizenship and analyze cases, identify significant factors, recognize solutions and advise applicant of options, and d) must possess excellent verbal and written communication skills excellent customer service skills, computer skills (use of Internet and social media).

Note: *Language proficiency may be tested.*

## **SELECTION PROCESS**

When equally qualified, U.S. Citizen Eligible Family Members and U.S. Veterans will be given preference. Therefore, it is essential that all candidates address the required qualifications and provide documentation required in the application.

## **ADDITIONAL SELECTION CRITERIA**

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed U.S. Citizen EFMs who hold a FMA appointment are ineligible to apply for advertised position within the first 90 calendar days of their employment.
5. Currently employed NORs hired under Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment, **unless** currently hired into a position with a When Actually Employed (WAE) work schedule.
6. The candidate must be able to obtain and hold a security clearance.
7. Greek National employees who have not completed their regular military service are not considered for employment with the American Embassy.

## **HOW TO APPLY**

**Interested candidates for this position must submit the following for consideration of the application:**

1. Universal Application for Employment (UAE) as a Locally Employed Staff or Family Member (DS-174) form (follow the link for the file [http://athens.usembassy.gov/job\\_opportunities.html](http://athens.usembassy.gov/job_opportunities.html)); **plus**
2. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application.
3. Candidates may also include a current resume or curriculum vitae.
4. **Any** other documentation (e.g., licenses, essays, certificates, awards, copies of degrees earned) that addresses the qualifications requirements of the position as listed above.

**Failure to do so will result in an incomplete application.**

## **WHERE TO APPLY**

You may hand deliver your application to the Reception area of the Embassy, mail or e-mail it at [recruitmentath@state.gov](mailto:recruitmentath@state.gov), by **5 p.m. on the closing date**.

All applicants will be notified in writing of the results of the consideration given their application approximately six to eight weeks after the closing date of the announcement.

**SUBMIT APPLICATION TO**  
Human Resources Office / Recruitment  
American Embassy  
91, Vas. Sophias Avenue  
101 60 Athens

## **DEFINITIONS**

1. **Eligible Family Member (EFM)**: An individual related to a U.S. government employee in one of the following ways:

- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#));
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

2. **U.S. Citizen Eligible Family Member (USEFM)**: For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- U.S. Citizen; and,
- EFM (see above) at least 18 years old; and,

- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
  1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
  2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

3. **Appointment Eligible Family Member (AEFM):** EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:

- Is a U.S. citizen; and
- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#)) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
- Is listed on the travel orders or approved Form [OF-126](#), Foreign Service Residence and Dependency Report, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan (AIT), and who is under chief of mission authority; and
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
- Does not receive a Foreign Service or Civil Service annuity

4. **Member of Household (MOH):** An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under Chief of Mission (COM) authority and may include a parent, unmarried partner, and other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a U.S. Citizen.

5. **Not Ordinarily Resident (NOR)** – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (*OR*, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a U.S. Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

6. **Ordinarily Resident (OR)** – A Foreign National or U.S. citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without U.S. Social Security Numbers are also OR. All OR employees, including U.S. citizens, are compensated in accordance with the Local Compensation Plan (LCP).

**CLOSING DATE FOR THIS POSITION: December 15, 2014**

The U.S. Mission in Greece provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

Distribution: All U.S. Mission Personnel

Drafted by: HRA/ABoka

Cleared by: HRO/SInzerillo

Approved by: MGT/ JLipinski